

CRES Provider Handbook
October 2026

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Chapter 1 – Introduction

1.1 Purpose of Handbook

The Ohio Choice Operations CRES Provider/Power Broker Handbook, herein after will be referenced as the Handbook, has been developed to communicate critical information regarding participation in the Ohio Customer Choice Program of Ohio Power Company, Ohio Power includes both rate jurisdictions: Columbus Southern Power and Ohio Power.

1.2 Disclaimer

Every attempt has been made to ensure accuracy and consistency in the information provided in this Handbook. However, if you believe there are inaccuracies or inconsistencies, please contact Ohio Power at ohiochoiceoperation@aep.com.

OHIO POWER IS NOT LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, PUNITIVE, OR OTHER DAMAGES ARISING OUT OF, OR RELATING IN ANY WAY TO, THE USE OF THIS HANDBOOK.

This Handbook does not constitute legal, technical, or financial advice from Ohio Power. Any party intending to participate in the Ohio Customer Choice Program should seek independent legal, technical, and financial advice. All legal relationships between any party doing business with Ohio Power shall be controlled by the applicable laws, regulations, and tariffs, and by the respective agreements signed between those parties and Ohio Power, and not by the provisions of this handbook.

Chapter 2 - Overview

2.1 Introduction

The Handbook has been developed to communicate critical information regarding participation in the Ohio Customer Choice Program.

As a Competitive Retail Electric Service (CRES) Provider, this Handbook will help you:

- Understand how to become certified with the Public Utilities Commission of Ohio (PUCO) and registered as a CRES Provider with Ohio Power.
- Enroll customers.
- Schedule and deliver energy in Ohio Power service territories.
- Understand the resolution process if disputes with Ohio Power occur.
- Understand the procedures for Electronic Data Interchange (EDI).
- Clarify load profiling and the settlement process.

2.2 Overview of Program

The success of customer choice is dependent upon both customer and CRES Provider participation. AEP Ohio is committed to establishing a collaborative and cooperative working relationship with interested and qualified CRES Providers.

All entities desiring to sell retail generation services are subject to certain standards to ensure adequate consumer protection and a level playing field for all CRES Providers.

For applicable legislation visit: Competitive Retail Electric Service Provider Forms and Applications | Public Utilities Commission of Ohio

PUCO case numbers and Ohio Administrative Code references are listed below:

- Competitive Retail Electric Service Providers (Chapter 4901:1-21, 4901:1-24, 4901:1-27, 4901:1-28, and 4901:1-29 of the Ohio Administrative Code) Chapter 4901-1 - Ohio Administrative Code | Ohio Laws
- Minimum Competitive Retail Electric Service Standards (case number 99-1611-EL-ORD)

CRES Providers, Power Brokers and Aggregators must apply for and be granted a certificate by the PUCO to operate. CRES Providers and Power Brokers who wish to participate in the Ohio Customer Choice Program will need to meet all requirements outlined in Chapter 3 of this document.

2.3 Definitions (Acronyms)

BPP: Business Partner Portal – Ohio Power's dedicated portal where registered CRES Providers and Power Brokers can access customer data and meter attributes.

CRES Provider: Competitive Retail Electric Service Provider – Companies interested in providing competitive retail generation services in Ohio Power service territory (Also known as a Power Marketer or Supplier).

EDI, Electronic Data Interchange: A standardized method for formatting and electronically exchanging data between trading partners.

EDC/EDU: Electric Distribution Company/Electric Distribution Utility – The utility, Ohio Power.

HU, Historical Usage: A customer's historical consumption data.

IDR, Interval Data Recorder: A meter that collects customer usage in kWh and kW demand in time stamped interval periods.

LOA, Letter of Authorization: A standardized Ohio specific form that is required to be signed by the customer to release historical usage.

NEMS, Net Energy Metering Service: A net metering system located on the customer's premise intended to offset all or part of the customer's electrical usage. Net metering for hospitals has a different tariff.

OAD, Open Access Distribution: Customers receive only distribution and transmission service from Ohio Power and generation from a CRES Provider.

OKTA: Identity and access management platform used by BPP to support user authentication, authorization, and external-user administration. Okta integrates with Microsoft Identity for internal-user authentication and directly authenticates external users.

PUCO: Public Utilities Commission of Ohio.

SDI, Service Delivery Identifier: 17-digit number used to enroll a customer in Ohio Power's territory. It can be found on the customer's bill. This is not the Ohio Power account number.

2.4 Contact Information/Resources

For CRES Provider or Power Broker assistance, email inquiries to ohiochoiceoperation@aep.com.

Ohio Choice Operations makes every effort to review and respond to email requests within three business days.

Mailing Address:
Ohio Power
Ohio Choice Operations
700 Morrison Road
Gahanna, OH 43230

Days of Operation:
Monday – Friday, excluding Ohio Power holidays. Meter Reading Schedule & Codes

Public Utilities Commission of Ohio

Phone: 614-466-3292 or toll free at 1-800-686-7826
Mailing Address: 180 E. Broad Street, Columbus, OH 43215-3793
Website: Public Utilities Commission of Ohio | Ohio.gov

Apples to Apples Comparison
energychoice.ohio.gov

Chapter 3 – PUCO Certification and Ohio Power Registration

3.1 PUCO Certification

PUCO certification is a prerequisite for CRES Providers and Power Brokers to register with Ohio Power. To learn more about PUCO certification requirements visit, Competitive Retail Electric Service Provider Forms and Applications | Public Utilities Commission of Ohio

3.2 Ohio Power Registration

To register for the first time or review the annual renewal process as a Competitive Retail Electric Service Provider (CRES) or Power Broker in Ohio's Customer Choice Program, visit:

CRES Provider: CRES Provider Registration
Power Broker: Power Broker Registration

The completed required documents are to be emailed to cresregistration@aep.com for registration review and processing.

CRES Providers and Power Brokers are required to notify Ohio Power of any material change to registration related information within 21 days of becoming aware of such facts. These changes include legal and trade name changes, acquisitions, assignments, bankruptcy, EDI vendor changes, changes to contact information, banking information, PJM information and other similar events. All such changes must be communicated to cresregistration@aep.com. Our team will respond with any requirements necessary to complete the requested change.

3.3 Ohio Power's Response to Applications

Upon receipt of an application, Ohio Power will determine if the application is complete. If incomplete, the applicant will be notified within 10 calendar days of the information still needed, as noted in the OhioPower Supplier Terms and Conditions, paragraph 31. The applicant will be notified of the result of its creditworthiness evaluation and advised if any financial instrument for security is required. Once any necessary financial instrument is provided to Ohio Power, the Electronic Data Interchange (EDI) certification is completed, PUCO certification is obtained, all appropriate agreements are executed, and all other required documents are completed, a CRES Provider will be registered to operate in the Ohio Power service territory.

3.4 EDI Certification Testing

All CRES Providers submitting for initial registration in Ohio Power are required to participate in EDI Certification Flight Testing (not a requirement for Power Brokers). For more information, visit EDI Testing & Certification

The EDI testing schedule associated with initial CRES provider registration is published annually and posted at EDI Test Schedules

3.5 Responsibilities of Parties

In keeping with rules approved by the PUCO, which are outlined in the Ohio Administrative Code Chapter 4901:1-10 and 4901:1-21, responsibilities of the parties with respect to Customer Choice include, but are not limited to, the items listed below.

CRES Providers/Power Brokers will:

- Obtain customer authorization using the Ohio Power Letter of Authorization (LOA) for enrollment and release of historical usage information, visit Metering & Usage History.
- Exchange information electronically with Ohio Power for enrollment, discontinuance of service, etc. Not a requirement for Power Brokers.
- Provide a bill to the customer for competitive energy service when a dual bill option is used. Not a requirement for Power Brokers.
- Provide the necessary billing information when an Ohio Power consolidated customer billing is provided. Not a requirement for Power Brokers.
- Provide a point of contact to facilitate business and technical communications.
- Abide by applicable rules issued by the PUCO and maintain certification with the PUCO.
- Implement and maintain EDI transmission guidelines as referenced within this document as well as those issued by the PUCO via the Ohio Electronic Data Interchange Working Group (OEWG). Not a requirement for Power Brokers.
- Attempt to resolve customer disputes related to CRES Provider charges or issues. Not a requirement for Power Brokers.
- If applicable, collect taxes and distribute the information to the appropriate taxing authority.

Ohio Power will:

- Upon request, direct customers asking for a list of CRES Providers registered in Ohio Power to: energychoice.ohio.gov
- Provide customer information to CRES providers as permitted by PUCO rules and with customer's permission by use of an Ohio Power Letter of Authorization.
- Exchange information electronically with CRES Providers for enrollments, changes or drops, etc.
- Maintain customer choice information on company website.
- Provide appropriate load profiles to CRES Providers.
- Provide the customer with a bill for distribution and transmission charges when a dual bill option is used.
- Provide the customer with a bill including the CRES Provider's charges as specified in tariffs when Ohio Power consolidated customer billing is provided by Ohio Power.
- Maintain records on customer payments and fees as per the billing services provided.
- Provide the CRES Provider with a point of contact to facilitate business and technical communications.
- Abide by applicable rules issued by the PUCO.
- Provide meter reading and usage information to the appropriate service provider when Ohio Power is responsible for reading the customer's meter(s).
- Attempt to resolve customer or CRES Provider disputes related to Ohio Power charges or service.
- Forward payments from customers, as received, to the CRES providers according to the contractual agreement with the CRES Provider. This applies when Ohio Power is providing consolidated billing.
- Ohio Power collects and pays any applicable taxes on its own behalf.

Chapter 4 – Business Partner Portal (BPP)

4.1 Access

Ohio Power has a dedicated website called Business Partner Portal (BPP) where registered CRES Providers and Power Brokers can access Ohio Power's Pre-enrollment customer list, add LOAs, obtain customer usage data and meter attributes. Furthermore, CRES Providers can access their customer sync list, customer payment arrangements list, and input rate codes for Rate Ready billing. Additionally, the Business Partner Portal (BPP) houses the Enroll from Your Wallet program, more information can be found in section 4.3.

To request access to the Business Partner Portal (BPP), an email request must be sent to ohiochoiceoperation@aep.com to initiate the registration process.

Each CRES Provider/Power Broker must designate an authorized External CRES Admin responsible for registering and managing users within their assigned company. External CRES Admin can add, edit, and revoke access for standard CRES Users through BPP and perform the corresponding user-management activities in the Okta Partner Admin Portal.

New users must complete the required BPP approval process through Ohio Choice Operations. External users are provisioned in Okta and receive an activation email containing instructions to activate their account, establish their password, and complete multi-factor authentication (MFA) setup. Both Okta account activation and BPP approval must be completed before users can access BPP. The External CRES Admin will receive an email with User ID and login instructions for OKTA and BPP applications.

If a user forgets their password, they can select Forgot Password during sign-in and follow the instructions to reset it. Passwords expire every 90 days, and users are prompted to change their password when it expires. Individual email addresses must be used for user accounts, as group email addresses are not supported. To learn more about these platforms and instructions visit, Business Partner Portal.

4.2 Pre-Enrollment Customer List

Ohio Power's Pre-Enrollment Customer List can be downloaded at any time free of charge from Business Partner Portal (BPP), on the BPP Report page, which is available to all CRES Providers/Power Brokers who are certified by the PUCO and registered with Ohio Power.

The Pre-Enrollment Customer List is updated on the first calendar day of each month, and only active accounts will appear on this list. If a customer has more than one Service Delivery Point (multiple tariffs), there will be a separate record for each, and each will have a unique SDI number.

To learn more about non-metered accounts, such as outdoor lighting, visit Load Profiles

4.3 Sync List & Customer Payment Arrangement List

A Sync list shows all accounts on a CRES Provider's supply and a Customer Payment Arrangement list shows accounts on the CRES Provider's supply that have entered into a payment arrangement with Ohio Power. These reports are generally used for reconciliation purposes and can be downloaded from Business Partner Portal (BPP) at any time.

4.4 Enroll From Your Wallet (EFYW)

This program allows CRES Providers to obtain a customer's SDI by asking for information only known by the customer. Their phone number and last four digits of their Social Security Number or the amount of one of their last three bills.

The CRES Provider must have potential customers sign an Ohio Power Letter of Authorization (LOA), as required by Rule 4901:1-10-24 section (E) and keep it on file for one year. Ohio Power conducts periodic audits of the participating CRES Providers in this program and requests the LOA based on random selection. CRES Providers must forward the Ohio Power LOA within two business days of the request. The PUCO will receive audit results. To participate in this program Ohio Power requires a completed Enroll From Your Wallet (EFYW) agreement and a one-time non-refundable payment of $5,000.00. To learn more visit, Enroll From Your Wallet

4.5 Usage History

Usage can be downloaded from BPP free of charge by registered CRES Providers/Power Brokers. Monthly cumulative data up to 12 months; AMI meter, 15-minute historical interval data up to 24 billing months. Interval data requires a completed customer signed Ohio Power LOA be uploaded to BPP under USAGE DATA/REPORTS, listed in the drop-down menu as Add LOA. Downloaded data will be in CSV format. If a blank file is returned upon downloading from

BPP, the possibilities are that no interval data exists, the size/metering data of the account restricts the interval download, or the account is in Opt-Out status.

Usage history (interval or cumulative) may also be requested via EDI. The party seeking customer information certifies that it is entitled to such information pursuant to applicable law and has obtained the consent of the customer to acquire such information from Ohio Power. Ohio Power reserves the right, at any time, to audit CRES Provider documentation of customer consent (i.e., the Ohio Power Letter of Authorization signed by the customer dated on or before the EDI request or BPP download).

For those requestors who do not meet the criteria above and/or who request cumulative or interval data via email to ohiochoiceoperation@aep.com, a signed Letter of Authorization (LOA) from the customer must be attached to the email request.

The Ohio Power Letter of Authorization form and the only form that will be accepted by Ohio Power can be found at: Metering & Usage History.

For special interval data requests, there is a $50 fee per SDI as this is a manual process. The email request must include the SDI number, customer account name and an acknowledgement that the requestor agrees to pay the fee associated with obtaining this data. This data will be provided in an Excel spreadsheet and emailed to the requestor.

All usage data presented is billed data and could be up to 30 days old.

4.6 Rate Ready Codes

Ohio Power offers Rate Ready billing as a billing option. CRES Providers who are registered for Consolidated Rate Ready will manage their Rate Ready rates in Business Partner Portal (BPP). CRES Providers must complete CRES Provider registration (see Chapter 3) before CRES Providers can utilize Ohio Power's BPP for entering rate codes. For Rate Ready FAQs and instructions visit, Rate Ready.

There is no limit to the number of rate codes entered. One rate code at a time may be entered, submitted, and approved. It is important to note that once a rate is entered and approved in BPP by a CRES user, it cannot be modified or edited. It is the CRES Provider's responsibility to change their customer to the appropriate rate. Changing a Rate Ready customer's rate code will require an 814C (change request), see more information in Section 8.5.

Chapter 5 – Electronic Data Exchange

5.1 Electronic Data Interchange (EDI)

Electronic Data Interchange (EDI) is an internationally recognized standard for formatting and exchanging information between the CRES Provider and Ohio Power. The exchange and translation of data is handled behind the scenes by the EDI. The EDI Vendors are CRES Provider's point of contact for ensuring EDI transactions are handled correctly.

5.2 EDI Transmission Requirements

Ohio Power has established standards that ensure a consistent platform for all CRES Providers to access the same data. Ohio Power requires that CRES Providers comply with standard conditions for service which include, but are not limited to:

- Compliance with mutually derived EDI requirements found in the EDC/CRES Agreement for sending and receiving the data required for processing, where any exceptions to EDI standards will be provided.
- Use of Electronic Business Transactions (EBT) and EDI for sending and receiving data.
- Participation in all EDI tests needed to enable successful connectivity and market implementation.

Please see Chapter 3 of this document for Ohio Power's CRES registration process.

5.3 EDI Implementation Guidelines

To view EDI standards, visit Electronic Data Interchange (EDI) Working Group | Public Utilities Commission of Ohio

In addition, the requirements detailed in the EDC/CRES Agreement will dictate how Ohio Power and the CRES Provider will conduct electronic business.

5.4 Hardware and Software Requirements

EDI transport will be provided by mutually agreed mechanisms between Ohio Power and the CRES Provider that are consistent with Ohio guidelines for electronic data transfer. As specified by Ohio guidelines, the default transport mechanism will be via North America Energy Standards Board (NAESB) unless both parties agree otherwise.

5.5 Data Formats

No special grouping or packaging is required except that transmissions must be compatible with ANSI x12 enveloping standards. The sender should be aware that individual transactions will be processed in the order in which they occur within functional group envelopes.

5.6 Transaction Processing

EDI transactions must be received by 5:00 p.m. EPT to be considered received on that business day.

Normal work hours: 6:30 a.m.–9:30 p.m. EPT Monday through Friday and 9:00 a.m.–9:00 p.m. EPT on Saturdays.

To see Holidays, visit, Meter Reading Schedule & Codes

Chapter 6 – Customer Enrollment

6.1 Customer Information

A customer's authorization is required to release any account data prior to enrollment with the CRES Provider or prior to the completed registration with Ohio Power. A registered CRES Provider can submit an 814HU (historic usage) request via EDI, as outlined in Section 4.5 of this document. The party seeking customer information certifies that it is entitled to such information pursuant to applicable law and has obtained the consent of the customer to acquire such information from Ohio Power. Ohio Power reserves the right to request documentation of customer's consent (i.e., Letter of Authorization signed by the customer).

6.2 Service Delivery Identifier Number

The Service Delivery Identification Number (SDI) will be used in lieu of a customer account number for all EDI transactions in Ohio Power. The SDI will be used in all interactions between Ohio Power and the CRES Provider.

The SDI number is assigned first to a specific premise (physical location), and second at the tariff level. The relationship of the SDI to the customer account number is a "many to one" relationship. It is possible that multiple SDIs belong to one customer account number. SDIs associated with the same premise and customer may be billed on one monthly statement when the bill is presented by Ohio Power.

The SDI is a 17-character number with the following format:

Character Position	Data Definition
1 – 2 (2 characters)	State compliant data
3 – 7 (5 characters)	Ohio Power rate jurisdiction D.O.E. number
8 – 9 (2 characters)	Ohio Power rate jurisdiction code
10 – 17 (8 characters)	Randomly generated number within the company partition

State Code	DOE Number	Operating Co.	Random Number
Ohio 00	*OP 14006	07	XXXXXXXX
Ohio 00	*CSP 04062	10	XXXXXXXX
*The Ohio Power rate jurisdiction codes: Ohio Power Company is 07, sample: 001400607XXXXXXXX Columbus Southern Power is 10, sample: 000406210XXXXXXXX			

The EDI 814E must contain the appropriate DUNS number for the SDI. For example, if the 814E is for an Ohio Power SDI but the transaction contains a Columbus Southern Power DUNS number, the 814E will be rejected by our system with reason code "Account Not Found". The DUNS numbers for both Ohio Power rate jurisdictions are shown below:

Rate Jurisdiction	DUNS #
Ohio Power Company (07)	002899953
Columbus Southern Power (10)	007901739

The CRES Provider will be responsible for sending an EDI 814E (enrollment request) transaction to Ohio Power, and Ohio Power will respond with an acknowledgement message. The Ohio Power switch notification letter sent to the customer will always reference the SDI number.

The customer can select a different provider for each SDI. The SDI number will always stay with the premise. The SDI does not stay with the customer after moving to another location. Currently, Ohio Power does not offer seamless move or instant connect.

Below are some illustrative examples of multiple SDIs:

- The customer can select a different provider for each SDI. The SDI number will always stay with the premise. The SDI does not stay with the customer after moving to another location. Currently, Ohio Power does not offer seamless move or instant connect.
- Below are some illustrative examples of multiple SDIs:
- A premise where there is a meter and a non-metered load, such as an outdoor light, would have two SDIs since each of these is billed on a different tariff.
- If there are two or more meters at a premise, each would have its own SDI number.
- If there are two meters and each is billed on a separate tariff, such as in the case of a residence, outdoor lighting, separate garage, or barn, there would be separate SDIs for each point.
- If there are a meter and three different types and sizes of outdoor lights at a premise, there would be four SDIs because each type and size of light would be billed under a separate tariff. If this same account had multiple numbers of lights such as two 175-watt mercury vapor lights, three 100-watt high pressure sodium lights, and one 400-watt high pressure sodium floodlight, there would be four SDIs. The quantity of outdoor lights does not matter as the tariff is based on the size and type. Therefore, both 175-watt mercury vapor lights would be covered by one SDI and so forth.

6.3 Enrollments and Switches

All enrollments/switches must be received at least 12 calendar days prior to the next scheduled meter reading date.

The effective time of the switch is midnight EPT on the scheduled meter reading date. This means the new supplier will begin scheduling supply the day after the meter reading date for hour one.

Post-dated or pre-dated enrollments and switches will not be accepted.

Enrollments/switches not received at least 12 calendar days prior to the next meter reading will not become effective until the following month's meter reading date. EDI transactions must be received by 5:00 p.m. EPT to be considered received on that business day.

Below is an illustrative example of how to count the 12 days:



Target day is September 22nd (intended switch date).

Don't count Target Day, begin counting 12 days backward.

September 10th is the LAST day to attempt to make Target Day switch.

Ohio Power will accept the first valid switch request for an account for an effective date aligned with the 12-day rule. If a switch is rejected because it was not the first received (Not First In), then the CRES Provider must resubmit the switch request to become effective at the next available meter reading date. Customers may switch no more than once per month to a new CRES Provider.

As of April 1, 2026, switch fees are waived.

6.4 Effective Start and End Dates

Ohio Power uses dates within the meter reading pending window for the liability start/end dates when the meter is not read on the scheduled read date. This could range from one workday prior to the scheduled read date through two workdays after the scheduled read date.

When the start or end liability dates are changed due to a customer transaction or read cycle change, 814Cs will be generated to inform CRES Providers of the change in start/end dates. DTM 150 and DTM 151 will be the loops that indicate start date and/or end date changes.

Further information on the DTM loop can be found in the EDI Guidelines which are published on the PUCO website, linked in Section 5.3.

6.5 Usage History Request

A maximum of 12 months of cumulative data and/or 24 months of interval data history, if available, may be downloaded free of charge from the Business Partner Portal by CRES Providers and Power Brokers who are certified by the PUCO and registered with Ohio Power. Usage history may also be requested via EDI. With both methods, the party seeking the customer information certifies that it is entitled to such information pursuant to applicable law and has obtained the consent of the customer to acquire such information from Ohio Power. Ohio Power reserves the right, at any time, to request the CRES Provider/Power Broker provide documentation of customer consent (i.e., the Ohio Power Letter of Authorization (LOA) signed by the customer dated on or before the EDI request or BPP download). To access the Ohio Power LOA, visit, Metering & Usage History. This is the only LOA form that will be accepted by Ohio Power.

Historical usage can be requested before or after enrollment using an EDI 814HU (historical usage) request transaction. The HU request should not be included in the enrollment request transaction as a second Line-Item Identification (LIN) loop. The 814E (enrollment) and the 814HU requests should be sent in separate 814 transactions to Ohio Power. Data will be returned in an 867HU transaction.

Actual customer data available for both cumulative/interval data may be less than 12 or 24 months respectively. All data presented is billed data and could be up to 30 days old. Downloaded data will be in CSV format. If a blank file is returned upon download, no interval data exists, or the account is in Opt-Out status.

6.6 Meter Information Requests

To learn more, visit Electronic Data Interchange (EDI) Working Group | Public Utilities Commission of Ohio

6.7 Rate Schedules and Rate Structures

To learn more, visit Rates.

6.8 Terms and Conditions

To learn more, visit Rates.

6.9 Customer Account Maintenance

The following procedures will be used for customer enrollments, switches, and changes to customer data. Several variations of the EDI 814 transactions are used for these scenarios:

- Customer enrolls for generation services.
- Customer cancels enrollment.
- Customer switches to new CRES Provider.
- Customer cancels CRES Provider switch.
- Customer or CRES Provider initiates drop.
- Customer contacts Ohio Power to drop CRES Provider.

The following changes to a customer's account require information exchanges between Ohio Power and the CRES Provider:

- Customer contacts Ohio Power to relocate outside the company's service territory.
- Customer contacts Ohio Power to relocate within the company's service territory.
- Customer data changes from Ohio Power, such as tariffs, cycle, or meter information.
- Customer contacts Ohio Power to relocate outside the company's service territory – revert to owner account if tenant/landlord agreement in place.
- Customer contacts Ohio Power to relocate within the company's service territory – revert to owner account if tenant/landlord agreement in place.

6.10 Customer's Right to Rescind

In accordance with rules established by the PUCO, Ohio Power will send the customer notification of a switch via U.S. Mail or email address if available. The letter will contain rescission instructions, and the customer has seven calendar days from date of the letter to object and cancel the switch. Ohio Power must receive notification by 5:00 p.m. EPT on the date provided in the body of the letter. Should a customer object, Ohio Power will send the CRES Provider an EDI transaction notifying of drop prior to the effective date of the switch.

Chapter 7 – Business Processes

7.1 Drops

Drops being submitted by CRES Providers (for their existing customers) must be received at Ohio Power no later than 12 days prior to the next scheduled meter read date. Drops received later than 12 days will be accepted for the following month's scheduled read date.

If a CRES Provider wants to cancel a pending enrollment or pending drop, an 814D (Drop) or 814R (Reinstatement) must be submitted no later than two business days prior to the scheduled switch date to be accepted.

The following scenarios are provided as illustration based on actual questions received from CRES Providers: Pending Enrollment

> Q: We submitted an 814E that was accepted with a switch date of April 20. The customer asked us to cancel the enrollment. What do we need to do and is it too late?
>
> A: Submit an 814D no later than two business days prior to the scheduled switch date.
>
> Drop already switched customer.
>
> Q: Our customer's contract ended, so we want to submit an 814D. How many days in advance to drop an existing customer?
>
> A: Submit 814D no later than 12 days prior to the next scheduled meter read date.
>
> Reinstatement
>
> Q: Our customer's contract ended so we submitted an 814D. The customer then signed another contract with us. How do we stop the drop?
>
> A: Submit an 814R no later than two business days prior to the scheduled switch date.

7.2 Expedited Drops

CRES Providers requesting an expedited return of mercantile customer(s) to the Standard Service Offer (SSO) should send an email to OhioChoiceOperation@aep.com with a seven-calendar day notification. When sending emails, please utilize a subject with 'Expedited Mercantile Drop' that would help our teams track it. The seven-calendar day notification should list the customer(s) needing returned to the SSO with their 17-digit Service Delivery Identifier (SDI).

Ohio Power will verify whether the customer is mercantile and reply via email to the CRES Provider with confirmation. After confirmation and the seven-calendar day notification period has passed Ohio Power will instruct the CRES Provider to send an EDI 814D (Drop) transaction to initiate the expedited return to the SSO in addition to the certified request form (found at the PUCO website).

7.3 Auto-Cancel Functionality

When Ohio Power performs a cancel/rebill, our system will automatically cancel the CRES Provider's original charge. The CRES Provider does not need to submit a cancel 810 transaction for Bill-Ready accounts; if one is submitted, it will be rejected. However, Ohio Power does not automatically cancel supplier-initiated adjustments.

7.4 Financial Responsibility End Date (FRED)

Ohio Power established a Financial Responsibility End Date (FRED) to prevent 810 transactions on accounts after the write-off date, which is in effect one billing cycle from the liability end date even if there is no write-off balance. For further information regarding the write-off process, please see Section 8.6 of this document.

All incoming 810 transactions are rejected, and no 810 transactions are calculated on Rate Ready accounts for periods prior to the scheduled write-off date. If Ohio Power initiates a cancel/rebill for a period during a CRES Provider's liability prior to the scheduled write-off date, an 867 transaction will be sent as DUAL. CRES Providers will not have the ability to send an 810 transaction in response. The purpose of the 867 transaction is to alert the CRES Provider in case the billed usage changes for a period that may need to be rebilled by the CRES Provider independently. Also, Ohio Power will not automatically cancel any CRES Provider's pre-existing 810 submittals in these instances. With this logic, Ohio Power does not include negative transactions (chargebacks) on the 820 for adjustments done after the write-off for service periods prior to the expired liability.

7.5 Entity Changes

If a commercial customer experiences entity name changes which involves a Tax ID change, the existing account will be closed and a new account will be opened with the new customer's name. The new customer will be assigned a new Ohio Power account number; however, the SDI number will not change as it remains with the premise. Closing the original account will cause a drop to go out to the CRES Provider. If the new customer wishes to enroll with the CRES Provider, the CRES Provider would need to submit a new 814E (enrollment request) using the same SDI number.

7.6 Peak Load Contribution Tags

Ohio Power aggregates customer capacity tag obligations by CRES and applies PJM required weather normalization factors to the CRES tag totals. As an Electric Distribution Utility (EDU) in PJM, Ohio Power submits these totals to PJM for settlement.

PJM is responsible for application of other scaling factors such as Forecast Pool Requirement and Zonal RPM Scaling, except for the weather normalization factor.

Ohio Power calculates Peak Load Contribution tags based upon the customer's metered share of the peak, per PJM Manual 19. These PLC tags are included in the Pre-Enrollment Customer List and are available on the Business Partner Portal. The aggregate of these tags scaled with the weather normalization factor is submitted to PJM.

Please see Ohio Power's Calculations Processes document found at CRES Calculations Processes

7.7 PJM Billing Line-Item Transfers

On June 1, 2015, Ohio Power assumed responsibility for items determined to be cost-based transmission-related charges (these had previously been the responsibility of CRES Providers).

Ohio Power is responsible for the following charges/credits for both shopping and non-shopping customer load. All other PJM billing statement line items continue to be the responsibility of the CRES Provider.

ID#	CHARGES
1100	Network Integration Transmission Service
1108	Transmission Enhancement
1115	Transmission Enhancement Settlement (EL05-121-009)
1320	Transmission Owner Scheduling, System Control and Dispatch Service
1330	Reactive Supply and Voltage Control from Generation and Other Sources Service
1450	Load Reconciliation for Transmission Owner Scheduling, System Control and Dispatch Service
1930	Generation Deactivation
	CREDITS
2130	Firm Point-to-Point Transmission Service
2140	Non-Firm Point-to-Point Transmission Service

To facilitate PJM's billing of the transmission line items to Ohio Power, all registered CRES Providers are required to approve associated Billing Line-Item Transfers (BLITs) through the online PJM Billing Line-Item Transfer Tool that is updated periodically by Ohio Power. The CRES Provider must contact PJM to obtain access to the BLIT Tool found on the PJM website.

7.7 Unaccounted for Energy (UFE)

Ohio Power applies an Unaccounted-for Energy ("UFE") factor to all Ohio Power zonal loads prior to data submission to PJM for hourly energy reallocation (PJM Settlement B).

- Unaccounted for Energy (UFE) represents the hourly Megawatt ("MW") variance between the Company's total retail hourly energy (system load) and the hourly customer loads (both interval metered and profiled) with associated electrical losses.
- UFE is applied proportionally based upon the ratio of each Certified Supplier's load to the total load of the Certified Suppliers and the Company SSO load.
- A common UFE factor is used for both Columbus Southern Power and Ohio Power Company loads.
- UFE is applied to the 60-day true-up hourly energy settlement loads.
- Ohio Power follows standard industry practices for computing and allocating UFE. Our policy and procedures for applying UFE, as well as historical hourly UFE factors, are posted on the Ohio Power website at: CRES Unaccounted For Energy

Chapter 8 – Billing

8.1 Bill Methods

Ohio Power supports Dual, Consolidated Bill-Ready, and Consolidated Rate-Ready bill methods. These bill methods are defined as follows:

- Dual - The customer receives two bills, one from Ohio Power for utility charges and one from the CRES Provider for supply charges.
- Consolidated Bill Ready - Ohio Power accepts bill-ready data calculated by the CRES Provider to be presented on the customer's Ohio Power bill.
- Consolidated Rate Ready - Ohio Power calculates and presents CRES charges based on the rates the CRES Provider had previously entered into Business Partner Portal (BPP).

The EDI 867 transaction is used to transmit usage information captured from the meter, including interval data recorders (IDR) required for billing.

The EDI 810 transaction is used to transmit the charges to be presented on the customer's bill. The 810 is not necessary for Dual billing.

When a customer receives a final bill or meter reading, the EDI 810 and/or EDI 867 will indicate "Final."

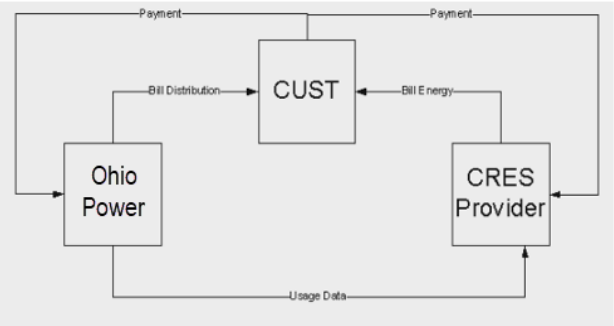
The principal billing elements are embodied in the following processes:

- Gathering or retrieval of meter usage data.
- Application of tariffs/rates against the data to calculate charges for Ohio Power charges only.
- Receipt of energy charges that are to be presented to the customer by Ohio Power on behalf of the CRES Provider.
- Presentation of the charges to the customer.

8.2 Dual Billing

In a Dual billing scenario, the CRES Provider will receive usage data via the EDI 867 transaction from Ohio Power. Each party will calculate their own charges. Ohio Power and the CRES Provider will then present their own charges on separate bills to the customer. Each will be responsible for collecting payment for their services from the customer.

Dual Billing Process Flow



8.3 Ohio Power Consolidated Bill Ready

In this scenario, the CRES Provider will receive usage data via the EDI 867 transaction. In turn, Ohio Power and the CRES Provider will each calculate their own charges. The CRES Provider will send their calculated Bill-Ready charge to Ohio Power to be placed on the customer's bill.

The CRES Provider will send Bill-Ready charge, an EDI 810, to Ohio Power for consolidated billing within three business days of receiving the usage data. The EDI 867 transaction contains a Document Due Date segment which provides the date and time the EDI 810 transaction must be received by Ohio Power. The EDI transaction business day ends at 5:00 p.m. Eastern Prevailing Time.

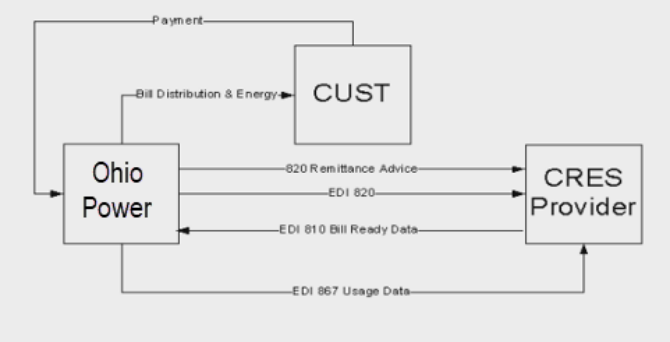
Should Ohio Power receive an EDI 810 outside of the three-day bill window (OBW), Ohio Power will return an EDI 824 EV (Evaluate) transaction. *In this case, EDI 824 is informational only, not a rejection of EDI 810*. The EDI 810 does not need to be re-sent. Ohio Power will continue holding OBW EDI 810 until the next open bill window, and the CRES charges will be presented on the customer's next bill.

An example of an 824 EV Outside Bill Window is shown below:

ST*824*0001
BGN*11*CSPA15354029B793185816*20240508*****EV
N1*8S*COLUMBUS SOUTHERN
POWER*1*007901739**41 N1*SJ*SUPPLIER
NAME*1*DUNS NUMBER**40 N1*8R*CUSTOMER
NAME
REF*Q5*000406210XXXXXXXX
REF*11*5000003563
OTI*TR*TN*030080164855*******810
REF*6O*10123456782024040818085 7
382375 TED*848*OBW
NTE*ADD*CHARGE NOT REJECTED - BUT OUTSIDE BILL WINDOW

Ohio Power will present the bill to our mutual customer. In addition, Ohio Power will be responsible for receiving payments from the customer and forwarding payments to the CRES Provider. After a customer pays Ohio Power, Ohio Power will transfer payment electronically via an EDI 820 file within 3-4 banking business days to the bank account specified by the CRES Provider, as well as transmit an EDI 820 transaction (with detail account level information) to the CRES's EDI vendor.

Ohio Power Consolidated Bill-Ready Process Flow



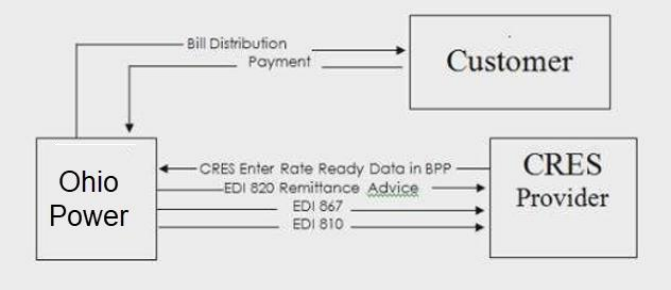
8.4 Ohio Power Consolidated Rate Ready

In this scenario, the CRES Provider will enter rates in the BPP. To learn more about Rate Ready, visit, Rate Ready

Based on the CRES Provider's previously entered rates, Ohio Power will calculate the CRES Provider's charge and present it on the Ohio Power customer bill. Ohio Power will send both an 867 transaction and an 810 transaction to the CRES Provider.

Ohio Power will present the bill to our mutual customer. In addition, Ohio Power will be responsible for receiving payments from the customer and forwarding payments to the CRES Provider. After a customer pays Ohio Power, Ohio Power will transfer payment electronically via an EDI 820 file within 3-4 banking business days to the bank account specified by the CRES Provider, as well as transmit an EDI 820 transaction (with detail account level information) to the CRES's EDI vendor.

Ohio Power Consolidated Rate-Ready Process Flow



8.5 Rate Change Requests

To change the bill method or rate code, the CRES Provider must submit an 814C (Change Request) more than six (6) calendar days prior to the next scheduled read date. If the 814C is received too late, it will be rejected and will have to be re-submitted at the appropriate time. It will not be held in our system. The effective date of the change will be the last billed date plus one (1).

Example: For an account with a meter read date of 8/30, if the CRES Provider submits an 814C on 8/16 to change a customer from Bill Ready to Rate Ready, this is at least 6 days prior to the 8/30 read date so the 8/30 bill will reflect the 7/30-8/30 service period and will be Rate Ready.

8.6 Write-Offs

Ohio Power will send an EDI 248 transaction (Write-off) to notify the CRES Provider when the company will no longer attempt to collect payment on behalf of the CRES Provider for Consolidated Bill-Ready and Rate-Ready billed accounts.

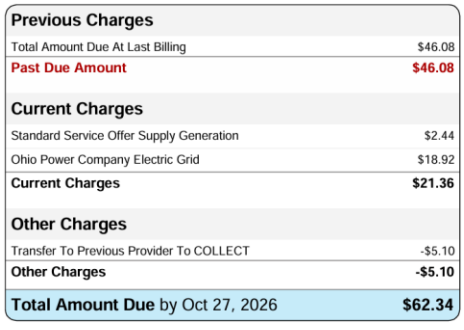
After a CRES Provider has received or initiated a drop (by customer request or by another CRES Provider enrollment), Ohio Power will continue to collect payments and forward them to CRES Providers for one billing cycle from the liability end date. However, if the drop is due to an account being closed, the EDI 248 is sent 35 days after the final bill is issued (the date is shown on the 814D transaction).

Ohio Power will continue to accept CRES Provider charges or adjustments on an EDI 810 invoice transaction until the write-off date. If an adjustment is received prior to the scheduled write-off date, the write-off date will re-set and occur two days after the new due date. 810 invoice transactions will not be accepted after the write-off date.

If there is a change in usage after the write-off date, Ohio Power will send corrected usage as a cancel/rebill to the CRES Provider via an EDI 867 transaction. Ohio Power will not automatically cancel the CRES Provider's original charge and will not accept an 810 to re-bill for the CRES Provider. The purpose of the 867 transaction is to alert the CRES provider in case the billed usage changes for a period that may need to be rebilled by the CRES provider. Ohio Power will not auto-cancel any CRES Provider's 810 transactions in these instances.

Ohio Power does not include negative transactions (chargebacks) on the 820 for adjustments done after the write-off/FRED for service periods prior to the expired liability.

The write-off amount will appear on the customer Ohio Power bill as "Transfer to Previous Provider To Collect" example shown below:



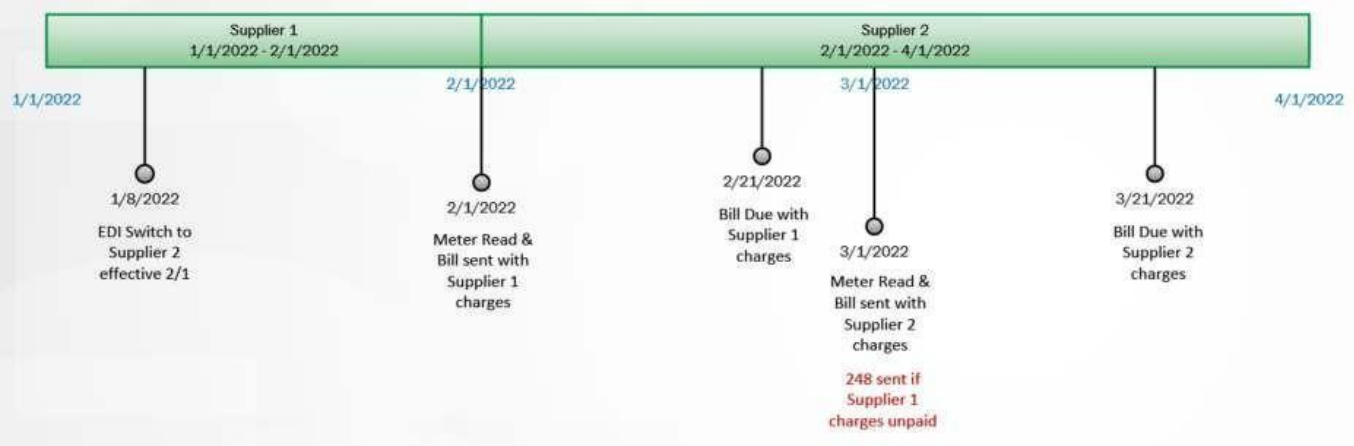
Previous Charges	
Total Amount Due At Last Billing	$46.08
Past Due Amount	**$46.08**
Current Charges	
Standard Service Offer Supply Generation	$2.44
Ohio Power Company Electric Grid	$18.92
Current Charges	**$21.36**
Other Charges	
Transfer To Previous Provider To COLLECT	-$5.10
Other Charges	**-$5.10**
Total Amount Due by Oct 27, 2026	**$62.34**

The write-off date will appear on the customer's Ohio Power bill in the bill message section under Notes from Ohio Power: As of "date", Ohio Power will no longer remit payments to "CRES Provider" for "Account".

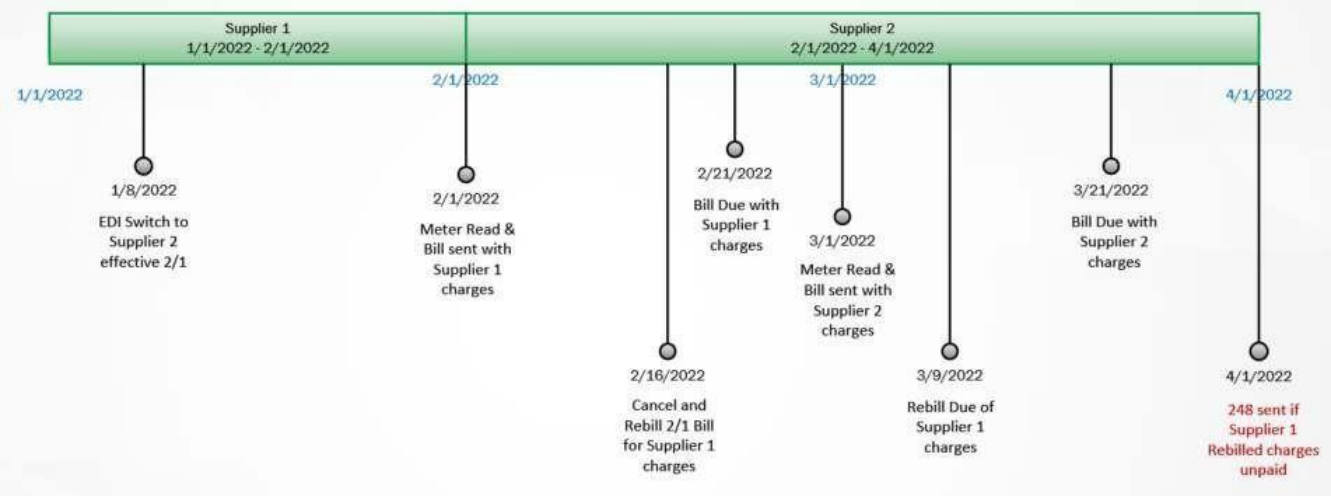
Ohio Power Write-Off revision pursuant to PUCO Case No. 18-1629-EL-ATA, January 3, 2019.

Examples of Write-Offs

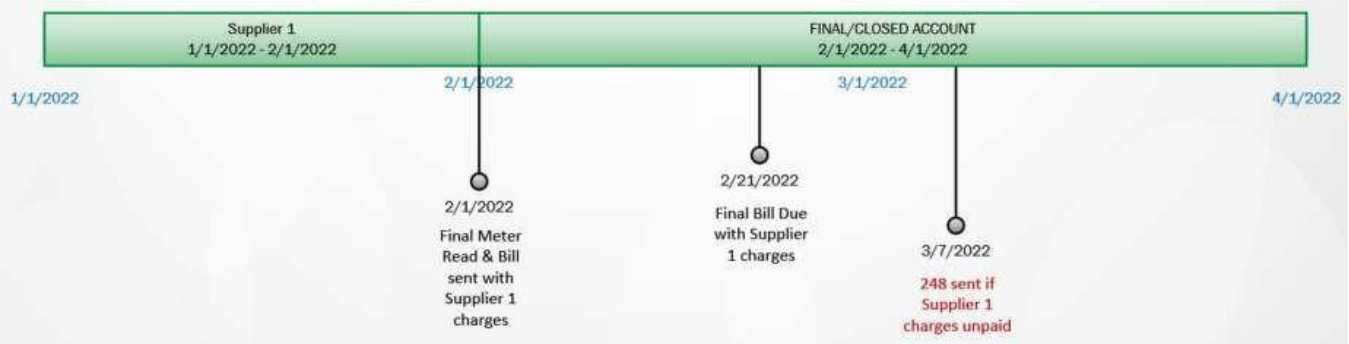
Normal active account - The normal process of a switch from one CRES Provider to another with the Write-Off process of one billing cycle.



Cancel/Rebill of Supplier 1 - In the example below, a cancel/rebill is performed after the February bill due date but approximately a week before the March bill date; the February bill will be reissued with adjustments. If the supplier charges are not paid, the write-off will occur two days after the March rebill due date. (If the cancel/rebill occurs within that week prior to the March bill, the February adjustment will be added to the March bill.)



Final/Closed Account - FRED is thirty-five (35) days after the final bill.



8.7 Payment Agreements

Residential customers who are past due can make an agreement with Ohio Power to pay past-due amounts in installments plus the current monthly bill. The payment agreement total will include CRES Provider charges for Choice customers.

If customers are making the agreed-upon payments on time, they are considered current in our system even though customer payments may show being past due on CRES Provider accounts. We adhere to the payment posting hierarchy, outlined in Section 8.8, when forwarding payments to CRES Providers.

A CRES Provider drop will cause any payment agreement for CRES charges to be terminated immediately. At that point, the past-due CRES balance becomes due in full and is presented on the next bill that generates.

8.8 Payment Processing

A consolidated-billed customer's payment to Ohio Power is applied in the following order, as approved by the PUCO:

1. Billed and past-due CRES Provider charges and, if applicable, past-due CRES payment agreement.
2. Billed and past due utility charges and, if applicable, past-due payment agreement.
3. Billed and due current utility charges.
4. Billed and due current CRES Provider charges.
5. Other past due and current non-regulated charges, excluding CRES Provider generation charges.

If there is a disconnect notice, payments will satisfy all CRES and Ohio Power charges included on the notice in accordance with the above payment posting hierarchy before applying to the

remainder of any past due charges that were not included on the notice. Payment for these remaining charges will be posted in the order as shown above.

After a customer pays Ohio Power, Ohio Power will transfer payment(s) electronically within 3-4 business banking days to the bank account specified by the CRES Provider. Ohio Power will also transmit an EDI 820 transaction (with detail account level information) to the CRES Provider's EDI vendor.

8.9 Bill Due Dates

For the Ohio Power Consolidated Billing Option, the CRES Provider must adopt the same bill due date as assigned by Ohio Power. Meter reading dates are available on the Ohio Power website Meter Reading Schedule & Codes.

Please note: The meter may be read 1 business day before or 1-2 business days after the scheduled meter read date. Ohio Power's standard for due dates is as follows:

- Residential – 21 days
- General Service - 21 days
- Government account - up to 30 days (accounts usually have specified due dates within contracts/agreements).
- Due dates never fall on weekends or on Ohio Power Scheduled holidays.
- All AutoPay customer payments are automatically withdrawn from the customer's bank account on the due date.

8.10 CRES Provider Dispute Resolution

The procedures set forth by the PUCO shall apply to address complaints or disputes. To learn more about these procedures, visit Public Utilities Commission of Ohio | Ohio.gov.

8.11 Dispute Resolution Procedure

If Ohio Power and the CRES Provider are unable to resolve a dispute under the dispute resolution procedure, either party may file a formal complaint with the PUCO for resolution. This dispute resolution procedure shall not be interpreted to limit the right of any party to file an appropriate complaint or request for relief with a regulatory authority of competent jurisdiction under any relevant provisions of applicable state or federal law.

8.12 Ohio Power Leveled Payment Options

Ohio Power offers customers Leveled Payment Options for utility charges only. To learn more about these options, Average Monthly Payment Plan or Budget Billing Plan, visit Ohio Power Customer Handbook

Customers seeking to enroll in a Leveled Payment option must do so by contacting Ohio Power at the phone number provided on the customer's bill.

If a CRES Provider wants to offer a CRES leveled plan for generation charges for an Ohio Power consolidated billed customer, Ohio Power will not keep records or provide an account balance for a CRES Provider's leveled plan. The CRES Provider must indicate the amount to be billed on the 810 for the duration of the arrangement as a bill message and show account balance details to inform the customer. See Ohio Power Consolidated Billing Addendum for additional details or contact ohiochoiceoperation@aep.com.

8.13 Disconnection of Service for Non-Payment

Ohio Power may elect to disconnect service for nonpayment of its charges according to the regulations set forth by the PUCO and as set forth in the Terms and Conditions of Open Access Distribution Services. Ohio Power cannot disconnect for non-payment of CRES Provider or non-tariff charges per PUCO rules.

8.14 Billing for Ohio Power Services

Terms for the provision of Ohio Power services to a CRES Provider, such as consolidated billing, will be included in the service agreement and the billing addendum between Ohio Power and each CRES Provider.

8.15 Billing Agent Registration

Please refer to Chapter 3 of this handbook for Ohio Power registration procedures. Details regarding the requirements for certification of a billing agent will be determined by the PUCO when billing agent services become competitive.

To learn more, see Supplier Terms and Conditions at Rates.

8.16 Bill Messages on Ohio Power Bill

The CRES Provider understands and agrees that it will not send to Ohio Power via the EDI 810 transaction any CRES Provider marketing message of any type to present on a customer's Ohio Power consolidated bill. If the inclusion of CRES Provider bill messages requires an additional billing page, the CRES Provider may be charged for the incremental costs incurred to produce and deliver the bill.

The number of CRES Provider bill messages per monthly bill will be limited to six lines with a length of 80 characters each on EDI 810 transactions for Bill Ready customers. The number of CRES Provider bill messages per monthly bill will be limited to three lines with a length of 80 characters each in EDI 814C transactions for Rate Ready customers. These messages will be transmitted to Ohio Power in accordance with Ohio EDI Working Group (OEWG) standards found at, Electronic Data Interchange (EDI) Working Group | Public Utilities Commission of Ohio.

8.17 Bill Formats

Beginning on October 1st, 2026, AEP Ohio became Ohio Power Company and introduced a redesigned electric bill. Information about the redesigned bill is available at OhioPowerCo.com/Bill.

Chapter 9 – Metering

9.1 Meter Service Provider (MSP) Registration

Please contact cresregistration@aep.com concerning Ohio Power's Meter Service Provider (MSP) registration requirements and see the Supplier Terms and Conditions at Rates.

9.2 Guidelines for Meter Installation

1. All customers with peak monthly demands of 200 kW or greater in the past 12-month period who choose a CRES Provider must have interval metering. The customer will be billed for the cost of the interval metering on the next monthly bill following installation of the meter. Customers located within an AMI meter area are exempt from this requirement.
2. Customers that operate generation in parallel with the utility system (on-line synchronous operation, but not emergency stand-by) must provide Ohio Power with access to hourly interval output measurements from meters/recorders meeting the requirements for accuracy and remote access.
3. All interval meters must meet ANSI C12.1 standards and any statewide standards established in the future.
4. All CRES providers, MSPs and Meter Data Management Agents (MDMA) shall comply with the Supplier Terms and Conditions of Service in Ohio Power's Open Access Distribution Tariff.
5. The CRES Provider should request meter upgrades or exchanges prior to the customer's enrollment in the customer choice program.

9.3 Meter Ownership Options

Ohio Power Acting as the MSP and MDMA

All metering and billing services will be provided by Ohio whenever the customer takes the company's Standard Service Offer.

- Ohio Power will install all necessary interval metering.
- The customer will be responsible for the costs associated with the installation of the interval metering.
- Ohio Power will select the meter type used for all new and replacement installations. To learn more, visit Metering & Usage History.

9.4 Meter Testing and Maintenance

To learn more, visit Rates.

9.5 Meter Calibrations

This information is provided upon request by sending an email to ohiochoiceoperation@aep.com.

9.6 Meter Costs

Meter charges for installation of interval metering by Ohio Power will be the incremental difference between a customer's existing meter and the new interval meter including labor expenses. To learn more, visit Metering & Usage History.

9.7 Meter Investigation Orders

CRES Provider or customer-initiated investigation orders will be received by the Ohio Power Hurricane Solution Center (1-888-237-5566). The company's Meter Services group will investigate upon receipt of the order and will provide notification of the result.

Additional fees per visit will be charged for the following:

- Investigation into the loss of external communications via cellular or AMI internal radios
- Manual retrieval of interval data

9.8 Standard Meter Specifications

The standard residential meter is a single phase Aclara I210c and I210+c. The standard commercial meter is an Aclara polyphase model KV2c, which comes in both self-contained and transformer rated versions.

9.9 Combination Meter Specifications

The standard combination meter is a single phase Aclara I210+c. The standard combination commercial meter is an Aclara polyphase model KV2c, which comes in both self-contained and transformer rated versions. The meters must be programmed with the proper block demand interval.

9.10 Time of Use Meter Specifications

The standard time of use meter is a single phase Aclara I210+c. The standard time of use commercial meter is an Aclara polyphase model KV2c, which comes in both self-contained and transformer rated versions. The meters must be programmed with the proper time of use schedule along with the agreed upon holiday schedule and appropriate software switches.

9.11 Interval Metering Specifications

The standard interval meter can be either a single phase Aclara I210+c or an Aclara polyphase model KV2c. The Aclara polyphase model KV2c comes in both self-contained and transformer rated versions. The meters must be programmed with the proper interval length, reactive channel, remote interrogation, and all appropriate software switches. In addition, the software switch must be added to all non-AMI meters. AMI meters have load profile soft switches added at the time of manufacture.

Interval metering installed must:

- Be compatible with remote interrogation with MV-90 vsn. 6.2 or greater.
- Be programmed to meet the lower required interval of either the CRES Provider or Ohio Power.
- Be programmed to record each channel of data needed to meet the billing determinant requirements for both the CRES Provider and Ohio Power.
- Be compatible with remote interrogation.
- Be equipped to record power outages of less than four hours per day and a total of 10 hours of outage per month.
- Have a data magnitude accuracy of 98 percent or greater.
- Have a time accuracy of 99 percent or greater.
- Have Opticom port capability in the absence of remote interrogation (Note: A fee may be charged for these manual reads).
- Be capable of storing at least 40 days of interval data and easily repaired or replaced.

9.12 Abnormal Conditions

MSPs shall report to Ohio Power any abnormal conditions at the customer's site including equipment malfunction, damage, theft, etc.

9.13 Net Metering

Ohio Power does not buy the electricity produced from the customer's generator. On Schedule NEMS and OAD- Schedule NEMS (Net Energy Metering Service), when a billing period results in net excess energy or negative kWh's (i.e., the customer-generator has produced more electricity than what was needed), a monetary credit is calculated and applied to the current bill, with any remaining credit carried forward continuously as a monetary credit on the customer-generator's future bills. Ohio Power is not required to issue payment to the customer for monetary credit. The credit will be applied to future bills, and the monetary credit will be lost if a customer-generator does not use the credit or stops taking electric service at the premises from Ohio Power. To calculate the credit amount, the negative kWh's are multiplied by the generation energy component of the respective standard service schedule for the account. The credit does not include any other generation components or distribution and transmission rate charges and riders, nor are the negative kWh's accumulated and applied to future billing periods. To learn more, visit NetEnergyMeteringService2023-01-18.pdf.

A CRES provider may offer net metering contracts to its customers, consistent with Chapter 4901:1-21 of the Administrative Code, at any price, rate, credit, or refund for excess generation. A CRES provider and the customer may define the terms of any contract, including the price, rate, credit, or refund for any excess production by a customer-generator. A CRES provider is not required to enter any net metering contract with any customer. Only customers who have signed an interconnection agreement with the electric utility may engage in net metering with a CRES provider. Rule 4901:1-10-28.

ST*867*1234
BPT*00*10321637212024050118155156350*20
240502*DD DTM*649*20240506*1700
N1*8S*COLUMBUS SOUTHERN POWER*1*007901739**41
N1*SJ*SUPPLIER*1*DUNS**40
N1*8R*CUSTOMER NAME
REF*BLT*LDC REF*PC*DUAL
REF*Q5*000406210XXXXXXXX
REF*KY*NETMETER
PTD*BB
DTM*15
0*2024
0402
DTM*15
1*2024
0501
B.PTD.QTY.QTY:
QTY*D1*0*KH PTD*SU

Chapter 10 – Meter Data Management

10.1 Meter Data Management Agent Registration

Please contact cresregistration@aep.com concerning Ohio Power's Meter Data Management Agent (MDMA) registration requirements and see the Supplier Terms and Conditions at Rates.

10.2 Meter Reading Schedule

To learn more, visit Meter Reading Schedule & Codes.
Note: The meter may be read 1 business day before or 1-2 business days after the date listed.

10.3 Policy for Estimating Usage

When meter readers do not obtain meter readings for regular billings, Ohio Power may estimate readings subject to the provisions/requirements specified in the Terms and Conditions of Service.

For estimations, the billing software uses the average usage for the previous month and year ago method, the variance factor method, or the previous usage a year ago method. Generally, the following normal types of load data will not be estimated by the billing system:

- Budget billing accounts on the sixth and twelfth months
- Accounts with three consecutive estimated bills
- Commercial and Industrial customers with space heating
- Certain demand meters (except in emergency situations, such as severe weather. If demand meters are estimated, the first previous demand reading will be used)
- Reactive meters
- Time of Day meters
- Large commercial and industrial accounts

Large Power/MV-90 Process:
Ohio Power will utilize the following automated validation process supported by the MV-90 system:

Pulses validity comparison
MV-90 will gather meter readings (actual, emulated, or electronic) and apply the appropriate meter multiplier with any associated pulse offset constant which yields meter kWh. Total pulses multiplied by the appropriate pulse constant will yield pulse kWh. MV-90 will conduct a comparison between the meter kWh and pulse kWh. Any differences which exceed one time the meter multiplier will normally be rejected and will require manual review (for some very

high pulse rate installations, this “one time” value may be increased as appropriate to insure routine accurate validation).

Interval number validity comparison
MV-90 will calculate the number of intervals expected based upon the provided start and stop dates/times and the interval/hour for the recorder in question. The expected interval will be compared against the found number of intervals. Any comparisons which do not compare exactly will be rejected and will require manual review.

Ohio Power will routinely review translations that the MV-90 automatically rejects. Should an extenuating circumstance exist that causes an automatically accepted translation to be suspect, Ohio Power will conduct the appropriate manual review.

Any translations that require manual review will initiate an investigation. This may include investigation by the measurements group, telecommunications, station/line or the accounting customer services system and/or other groups that provide information. Corrective action required in the field will be initiated because of the review.

Based upon the information acquired for the data issue, and the recommendation from the MV-90 specialist conducting the editing/estimation, appropriate remedial action will be taken. Generally, a few hours of missing or erroneous data will be manually inserted appropriately with focus on the accuracy of the magnitude and time correctness. Standard MV-90 estimation processes will be used to calculate missing or erroneous data greater than a few hours. Where possible, the estimated data will be balanced to a corresponding meter kWh.

Estimating
The Ohio Power MV-90 specialist will have the discretion to use the appropriate editing/estimation process. One of the options available for estimation is the MV-90 plugging process. This process spreads kWh energy using a model period of data. The MV-90 specialist responsible for the estimation will determine the choice of the model data and the data period. Another option available in MV-90 is the copy process. The process uses a model data period and can be scaled. The scaling factor will prorate the model period of data to a given kWh. The choice of the model data and data period is at the discretion of the specialist responsible for the estimation.

10.4 Telemeter Reading Options

Procedure

The meter interrogation will follow the current schedule unless otherwise requested by the CRES Provider or customer.

Information Transfer

Meter reading information will be transferred to the CRES Provider on a billing cycle frequency.

10.5 Meter Data Retrieval

Any interval metering installed must be:

- Capable of having data retrieved 24 hours a day, 7 days a week.
- Available for hard-wire telephone line remote interrogation at least 90 percent of the time.
- Successful data retrieval for at least 85 percent of the calls made (excludes MV-90 type problems).
- Able to retrieve data via an Opticom port in instances of recorder/phone line problems that continue for more than five days.

10.6 Providing Meter Data

The MDMA is required to provide data in a timely manner and under secure conditions.

10.7 Abnormal Conditions

MDMAs shall report to Ohio Power any abnormal conditions at the customer site including equipment malfunction, theft, et cetera.

10.8 CRES AIR for AMI Meters

This is an AMI meter program available for CRES Providers to obtain 15-minute interval data. This functionality allows AMI meters to send 15-minute interval data monthly once it is implemented by way of Enrollment (814E) or as a Change (814C) if the CRES Provider is already on account. This is available for AMI meters only. The code to start receiving usage in this manner is AIR and the code to stop receiving usage in this manner is NAIR; for further information contact ohiochoiceoperation@aep.com.

814E with AIR:

ST*814*162367987
BGN*13*024744910
93*20210124
N1*8S*AMERICAN ELECTRIC POWER COLUMBUS
SO*1*007901739**40 N1*SJ*ENERGY
PROVIDER*1*1235678**41
N1*8R*CUSTOMER NAME
LIN*2303469*SH*EL*SH*C
E ASI*7*021
REF*Q5*000406210000000
00 REF*11*000017505716
REF*BLT*LDC
REF*PID*AIR
REF*PG*GAG*G
233
REF*PC*DUAL
DTM*129*20210
123*0000
NM1*MQ*3*****
*93*ALL
SE*18*1623679
87

814C with AIR:

ST*814*402935992
BGN*13*024932681
14*20210729
N1*8S*AMERICAN ELECTRIC POWER COLUMBUS
SO*1*007901739**40 N1*SJ*ENERGY
PROVIDER*1*12345678**41
N1*8R*CUSTOMER NAME
LIN*2732866*SH*EL*SH*CE
ASI*7*001
REF*Q5*0004062100000000
0 REF*TD*REFPID
REF*PID*AIR
SE*11*402935992

814C with NAIR:

ST*814*402935992
BGN*13*024932681
14*20210729
N1*8S*AMERICAN ELECTRIC POWER COLUMBUS
SO*1*007901739**40 N1*SJ*ENERGY
PROVIDER*1*12345678**41
N1*8R*CUSTOM
ER NAME
LIN*2732866*SH
*EL*SH*CE
ASI*7*001
REF*Q5*0004062
1075003171
REF*TD*REFPID
REF*PID*NAIR
SE*11*40293599
2

Chapter 11 – PJM Agreements

Eligible retail consumers and CRES Providers participating in the Ohio Customer Choice program will interact with PJM Interconnection, LLC (PJM), to arrange transmission services and deliver electricity to loads in the Ohio Power service territory. Visit the PJM Website for information on becoming a member or contact PJM Member Relations toll free at 1-866-400-8980.

Transmission service to transmission customers will be provided in accordance with the terms and conditions of the PJM Open Access Transmission Tariff (OATT) available at OATT, I. COMMON SERVICE PROVISIONS.

This chapter of the CRES Provider Handbook is not intended as a replacement for PJM OATT. Transmission customers participating in the program are expected to become familiar with the PJM OATT and all applicable provisions and agreements.

Pursuant to FERC rules, PJM maintains an Open Access Same-Time Information System (OASIS) website that provides comprehensive information for doing business under PJM's OATT. It is recommended that CRES Providers use this site as the definitive source of current OATT provisions and business practices. To learn more, visit PJM - OASIS.